

**IN THE CLAIMS**

Please amend the claims as follows.

1. (Previously Presented) In an information retrieval application, a computer-assisted method for detecting content holes, comprising:  
parsing a content body into a plurality of concept nodes, including a first concept node;  
determining a percentage of successful service interactions as a function of concept node;  
and  
if the percentage of successful service interactions at the first concept node is below a predefined threshold, flagging a content hole.
2. (Previously Presented) An article comprising a computer readable medium having instructions thereon, wherein the instructions, when executed in a computer, create a system for executing a computer-assisted method of detecting content holes, the method comprising:  
parsing a content body into a plurality of concept nodes, including a first concept node;  
determining a percentage of successful service interactions as a function of concept node;  
and  
if the percentage of successful service interactions at the first concept node is below a predefined threshold, flagging a content hole.
3. (Previously Presented) In a defined information retrieval system, a computer-assisted method of charging for services, comprising:  
determining a percentage of successful service interactions in a typical information retrieval system; and  
determining a percentage of successful service interactions for services provided in the defined information retrieval system; and

billing as a function of the difference between the percentage of successful service interactions in a typical information retrieval system and the percentage of successful service interactions for services provided in the defined information retrieval system.

4. (Previously Presented) The computer-assisted method according to claim 3, wherein determining a percentage of successful service interactions for services provided in the defined information retrieval system includes:

    parsing a content body into a plurality of concept nodes, including a first concept node;  
    determining a percentage of successful service interactions as a function of each concept node; and

    wherein billing as a function of the difference between the percentage of successful service interactions in a typical information retrieval system and the percentage of successful service interactions for services provided in the defined information retrieval system includes weighting successful interactions as a function of concept node.

5. (Currently Amended) An article comprising a computer readable medium having instructions thereon, wherein the instructions, when executed in a computer, create a system for executing a computer-assisted method, the method comprising:

    parsing a content body into a plurality of concept nodes, including a first concept node;  
    determining a percentage of successful service interactions as a function of each concept node; and

    wherein billing as a function of the difference between the percentage of successful service interactions in a typical information retrieval system and the percentage of successful service interactions for services provided in the defined information retrieval system that includes weighting successful interactions as a function of concept node.

6. (Previously Presented) In an information retrieval application, a computer-assisted method for detecting content holes, comprising:

    (a) parsing a content body into a plurality of concept nodes, including a first concept node;

(b) determining a percentage of successful service interactions (SSIs) as a function of the concept nodes;

(c) determining a percentage of queries as a function of the concept nodes;

(d) determining a percentage of documents as a function of concept node;

(e) computing a content hole score for the first concept node as a function of at least one of (b), (c), and (d); and

(f) flagging a content hole if the content hole score is below a predefined threshold.

7. (Previously Presented) In a defined information retrieval system, a computer-assisted method of charging for services, comprising:

determining a number of successful service interactions in an information retrieval system over a period of time; and

billing as a function of the number of successful service interactions in the information retrieval system over the period of time.

8. (Previously Presented) The computer-assisted method of claim 1, in which each concept node represents a concept for the content body.

9. (Previously Presented) The computer-assisted method of claim 1, in which the successful service interaction comprises a query from a user for which returned content matches that user's intent.

10. (Previously Presented) The computer-assisted method of claim 3, in which the successful service interaction comprises a query from a user for which returned content matches that user's intent.

11. (Previously Presented) The computer-assisted method of claim 4, in which each concept node represents a concept for the content body.

12. (Previously Presented) The computer-assisted method of claim 4, in which the successful

service interaction comprises a query from a user for which returned content matches that user's intent.

13. (Previously Presented) The computer-assisted method of claim 6, in which each concept node represents a concept for the content body.

14. (Previously Presented) The computer-assisted method of claim 6, in which the successful service interaction comprises a query from a user for which returned content matches that user's intent.

15. (Previously Presented) The computer-assisted method of claim 7, in which the successful service interaction comprises a query from a user for which returned content matches that user's intent.

16. (Previously Presented) The computer-assisted method of claim 6, in which the acts (a) – (f) are performed in the order presented in claim 6.